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Customer No. 01933

Application No. 09/813,209  
Response to Final Office Action

Attorney Docket No. 01161/LH

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): Mineo NOZAKI et al  
Serial No. : 09/813,209  
Filed : March 20, 2001  
For : TECHNICAL SUPPORT SYSTEM  
Art Unit : 3623  
Examiner : Catherine M. Colon

**AMENDMENT UNDER 37 CFR 1.116**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

S I R :

This is responsive to the Final Office Action mailed  
June 10, 2005, the term for response to which expires on  
September 10, 2005.

Amendments to the Claims are set forth in the listing of  
claims which begins on page 2 of this paper. Claims 1, 3-5, 17,  
19, 23 and 25-27 are amended; claims 2, 18 and 24 are canceled;  
and claims 6-16, 20-22 and 28-28 are maintained.

Remarks begin on page 15 of this paper.

CERTIFICATE OF FACSIMILE  
TRANSMISSION  
TO NO. 1-571-273-8300

TOTAL PAGES: 20

Amendment (20)

I hereby certify that this paper  
is being facsimile transmitted to  
the Commissioner for Patents  
on the date noted below.

N. Sabadeo  
Nalini P. Sabadeo

Dated: September 7, 2005

In the event that this Paper is  
late filed, and the necessary  
petition for extension of time is  
not filed concurrently herewith,  
please consider this as a Petition  
for the requisite extension of  
time, and to the extent not  
tendered by form PTO-2030 attached  
hereto, authorization to charge  
the extension fee to Account  
No. 06-1378.

*Do Not Enter.*  
*CNC*  
*9/14/05*